
CUSTOMER SERVICE ANALYST

NATURE OF WORK

Serves the public with responsible administration and analysis of customer service information & financial processes.

DISTINGUISHING FEATURES

Work involves providing technical and application support for the city's automated customer service management system and related applications; performs financial systems project management work and data analysis. Work involves acquiring, analyzing, preparing and disseminating information that increases operational efficiencies in customer service and its related systems. Work is performed with considerable independence according to established state laws and the City's ordinances, rules and regulations.

ESSENTIAL FUNCTIONS *(These essential duties are only illustrative.)*

Searches and retrieves information and customer service data for analysis and distribution. Explains the results of the research effectively in oral, written, and graphic form when required.

Tracks customer service trends and patterns, providing management with data and information required for continued process improvement. Produces and provides graphical representation of customer service data.

Plans, schedules, coordinates and oversees customer service software upgrades, new releases, and installation of related software applications.

Maintains and monitors support staff engaged in preparing customer accounts for automated billing and statements; audits the quality and quantity of billing activity, and makes recommendations as needed; responds to customer questions about billing statements; and trouble-shoots problems with automated billing software.

Assists in evaluating overall program efficiency and makes recommendations for improving and upgrading equipment, software, and work processes.

Provides relevant data to staff for the efficient processing of service orders, the correction of problems or the gathering additional information regarding customer accounts.

Distributes customer service analysis to sources outside of the department in accordance with the guidelines of the Freedom of Information Act,

Acts as operational liaison for RockStat

Maintains reasonable and predictable attendance.

Performs other duties as assigned or required.

SUPERVISION RECEIVED

Works under the general supervision of the Customer Service Manager or other administrative superior. Work is reviewed by observation and annually for accuracy, completeness, timeliness and adherence to guidelines and requirements and overall results achieved.

SUPERVISION EXERCISED

Supervision is not a responsibility, but employees in this class may provide guidance or assistance to less experienced employees.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work is performed primarily in an office setting and is essentially sedentary with occasional walking, standing, bending, and carrying items less than 25 pounds such as papers and files. Work may require periods of extended computer use and performing tasks with set timelines. Work may require staying after hours or weekend hours in order to complete the required assignments.

SUCCESS FACTORS (KSAs)

Ability to work effectively in a team environment, where communication and teamwork are critical to the success of the Customer Service Department and the City.

Knowledge of the techniques required in the preparation of graphic illustration of customer service trends and other analysis.

Knowledge of the most basic principles of research methodology and statistical procedures.

Knowledge of application software including MUNIS, Crystal Reports, and other various versions of common office software, such as Microsoft products.

Ability to learn specialized software including metering data collection and route management (MVRS) and Business Communications Manager (BCM).

Ability to plan, organize, and carry out moderately complex analysis effectively; conduct research projects and prepare related reports.

Knowledge of the policies and procedures relating to customer service functions and activities.

Knowledge of public relations methods, techniques, principles and practices.

Knowledge of municipal administration and management principles and practices.

Knowledge of operations, functions, policies, and procedures of departmental budgetary assignments.

Knowledge of MS Office Suite or other word processing, spreadsheet and data base software standard that may be adopted by City departments.

Ability to compile, analyze, and evaluate data.

Ability to prepare and present concise reports.

Ability to establish and maintain effective working relationships as required by the work of the position.

Skill in the operation of a personal computer.

EDUCATION, TRAINING & EXPERIENCE

Graduation from an accredited college or university with a Bachelor's degree in Business, Finance or Public Administration or a related field and 2 years of administrative experience in a governmental agency. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the required experience.

NECESSARY SPECIAL REQUIREMENTS

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.